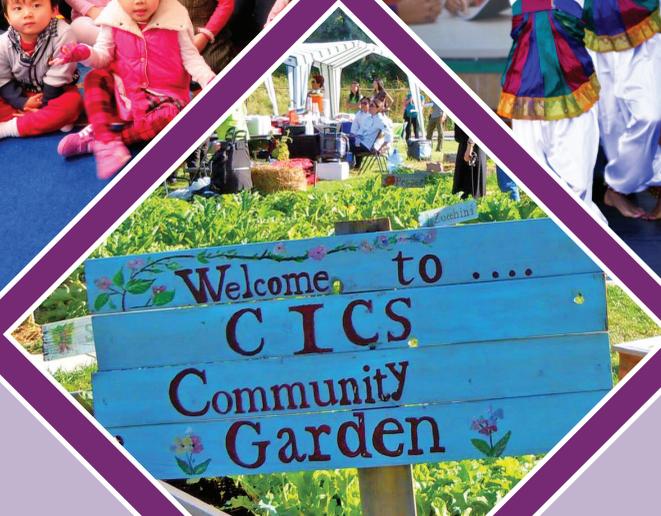


# Annual Report

2017-2018



## Mission

To empower newcomers in settling and integrating as contributing members of Canadian society through diverse, professional and innovative services

## Vision

Fully integrated newcomers who participate in and contribute to all spheres of Canadian society

## Core Values

- Caring and Compassion
- Collaboration & Solidarity
- Diversity, Inclusion & Accessibility
- Integrity & Accountability
- Quality & Excellence
- Personal Touch
- Innovation

Proud of having  
**served** the  
Community for  
**50** years!

## We Offer Services in Multiple Languages

English, French, Arabic, Bengali, Cantonese, Farsi, Greek, Gujarati, Hebrew, Hindi, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Tamil, Urdu, Ukrainian

## Board of Directors

**Chair:** Tim Cheng  
**Vice Chair:** Berta Zaccardi  
**Treasurer:** Mercy Yan  
**Secretary:** Lucia Lo

*(left to right)*



**Directors:** Beena Tharakan  
Daisy Chong  
Daniel McCoy  
Derek Ho  
Stacey Marmara

*(left to right)*



# Message from the Board Chair and Executive Director

2018 is a milestone in the life of CICS as we celebrate our 50<sup>th</sup> year of serving the community. During this half-century, CICS has witnessed the development and maturation of the settlement service sector, as well as changes in governmental immigration policy, and different waves of newcomers with diverse needs.

From humble beginnings in borrowed space downtown as Chinese Interpreter and Information Services, to becoming Chinese Information and Community Services of Metropolitan Toronto in 1992, Centre for Information and Community Services of Ontario in 1998, and finally, Centre for Immigrant and Community Services since 2013; it has been a long and sometimes bumpy road. CICS has morphed and grown with the waves of immigrants to the GTA. One notable activity occurred in 2006; with a bold vision and ambitious plan, CICS undertook a major capital campaign to purchase and renovate the Immigrant Resource Centre (IRC), which houses its current head office. Joined by CICS Foundation, Sing Tao Foundation, tireless community leaders, corporate sponsors and volunteers, CICS completed the capital project in the spring of 2009. Other new service locations were added in York Region successively: The Immigrant Youth Centre in 2009, Markham South Welcome Centre in 2010, and lastly the Immigrant Women Resource Centre in 2016. In addition to eight office locations, CICS' itinerant services are also found in dozens of schools, several public libraries, as well as City of Toronto Community Centre and service centres, and other locations in the GTA. CICS is also proud to become an Anchor Agency of the United Way of Greater Toronto last year.

This incredible 50-year journey had been fueled by the vision and tireless work of CICS' successive boards of directors, management, staff, and tens of thousands of volunteers; supported by three levels of government, the United Way, and partners in the public sector, private sector, and the voluntary sector.

After pausing to ponder and plan, our strategic goals for the coming five years were set as follows:

1. Become known as a leading and highly respected newcomer/immigrant service organization serving diverse communities in the Greater Toronto Area.
2. Empower newcomers to reach their highest potential through contributions to the community, by providing relevant, high quality programs and services that meet evolving needs.
3. Become a workplace of choice for employees and volunteers within the not-for-profit sector.
4. Build effective strategic collaborative partnerships.
5. Attain financial sustainability.

Looking to the future, as the attraction and retention of global talent to promote prosperity and economic health takes on growing importance with the changing Canadian demographics, CICS looks forward to continued partnerships with organizations, institutions, and corporations to help newcomers settle and integrate, contributing to a strong, diverse, and vibrant social fabric in the GTA.



  
Tim Cheng  
Board Chair



  
Moy Wong-Tam  
Executive Director

# Client Statistics from 2017-2018



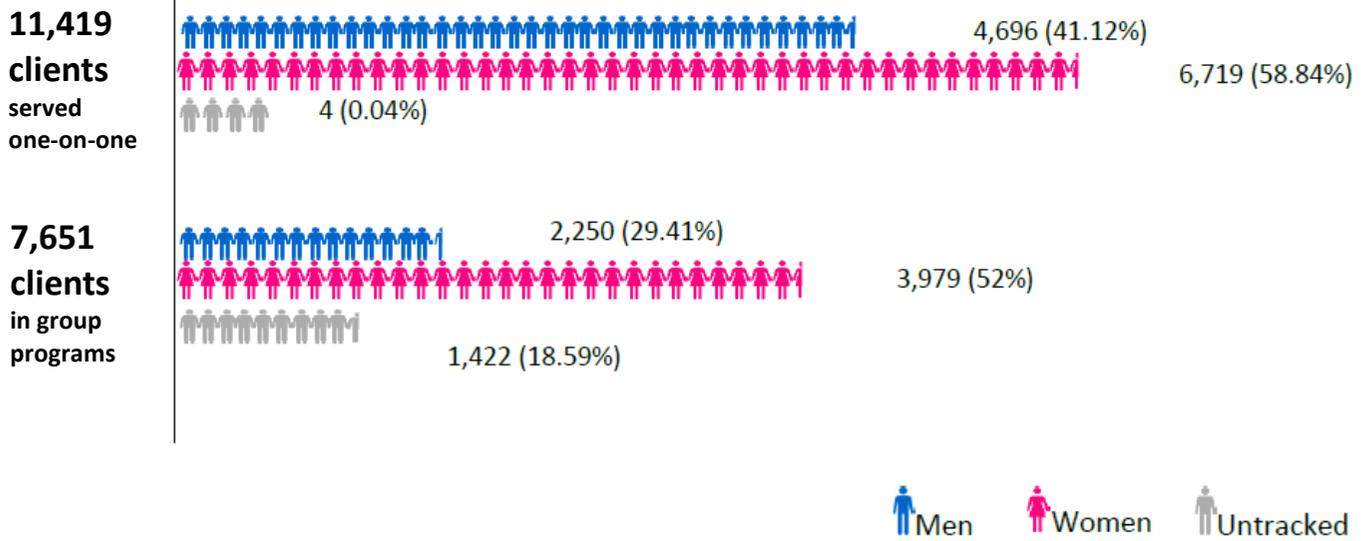
Canada is a nation of immigrants who come from all over the world with diverse backgrounds. Below are the statistics about our clientele in 2017-2018, reflecting the diversity of newcomers and community members.

## Native Language

One-on-one services	Native Language	Group programs
360 (3.12%)	Arabic	225 (2.92%)
45 (0.39%)	Bengali	29 (0.38%)
2,546 (22.08%)	Cantonese	1,946 (25.26%)
778 (6.75%)	English	426 (5.53%)
434 (3.76%)	Farsi	179 (2.32%)
21 (0.18%)	French	13 (0.17%)
282 (2.45%)	Hindi	75 (0.97%)
110 (0.95%)	Korean	583 (1.08%)
3,849 (33.39%)	Mandarin	3,072 (39.88%)
17 (0.15%)	Punjabi	10 (0.13%)
18 (0.16%)	Gujarati	10 (0.13%)
128 (1.11%)	Russian	27 (0.35%)
7 (0.06%)	Somali	3 (0.04%)
57 (0.49%)	Spanish	46 (0.60%)
233 (2.02%)	Tagalog	120 (1.56%)
32 (0.28%)	Tamil	158 (2.05%)
189 (1.64%)	Urdu	70 (0.91%)
2,346 (20.35%)	Others	1,212 (15.73%)

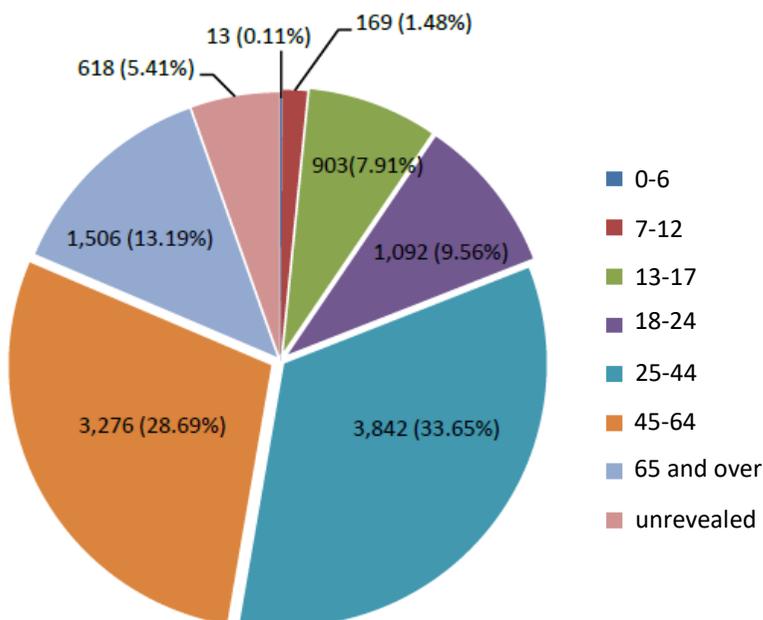


# Gender Distribution

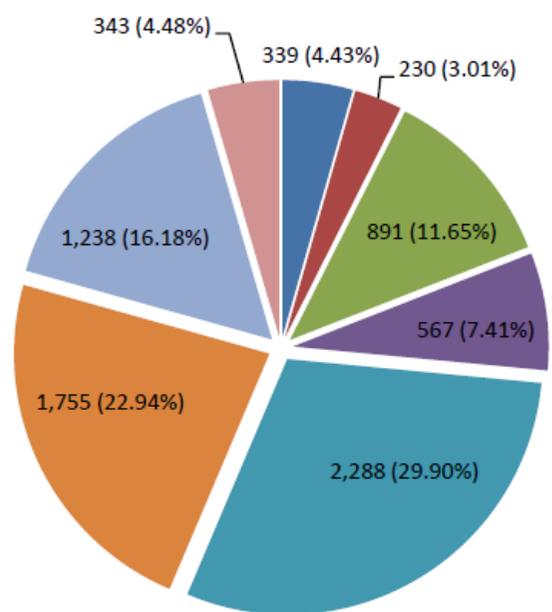


# Age Distribution

**One-on-one Services**



**Group Programs**



# Program Highlights

## Settlement and Integration Services in Toronto

2017 – 2018 was a fruitful year for the Settlement and Integration team in terms of the quality and quantity of services delivered for the benefit of our target clients. Under our Orientation and Community Connections streams, we conducted needs assessments with newcomers and helped them formulate settlement plans. Through group sessions, we delivered information across a wide spectrum of topics related to the themes of settlement, community engagement and integration. We promoted the concepts of volunteerism and cross-cultural awareness geared towards enriching the life experiences of newcomers. Our employment-focused programs and services continued to be valued by newcomers seeking gainful employment. By providing services in the libraries, newcomers and community members alike are able to obtain information and support in the vicinity of their own homes. Our achievements in the last year would not have been possible without the collaboration of our many dedicated community partners and committed volunteers.

### Celebrating Canada 150



*"I have been in Canada a couple of years but your orientation workshops have given me information I have never heard of before. The one-on-one service from you has helped me develop a settlement plan for myself and my family. I am sure I will enjoy my life in Toronto more from now on!"*

### Services for Syrian Newcomers



*"I greatly appreciate your ongoing support with my application for the Canada Child Benefit. You helped me communicate with Canada Revenue Agency time and again to clear up the misunderstanding and to make sure all paperwork was properly filed. My eligible benefits have arrived and thank you so much!"*

# We Build ...

## Tax Clinics 2018 in partnership with Chartered Professional Accountants of Ontario (CPA)



*"I wanted to thank you for assigning me an excellent mentor. His ideas and insights were very helpful in my job search process especially in refining my resume. His knowledge, experience and expertise in the same field as mine, i.e. accounting, had been a great help. He had always been prompt in providing his advice whenever I asked for support. We have been in touch even after completing our mentor-mentee relationship. I wish to extend special thanks to you because your thoughtful planning has created this productive mentoring relationship that has meant so much to me."*

## IBM HR Professionals Day of Sharing



## Recognition for Mentors and Volunteer Facilitators



## Asian Heritage Month Celebrations

*"A couple of days after we landed in Canada we dropped by CICS looking for information about settling in this new country. Since we hadn't started job hunting, you suggested that we attend a Resume Writing seminar the following week. Subsequent to the seminar, we both secured temporary work at Magna Powertrain in Vaughan. We continued with our job search and a couple of weeks ago we attended the CICS Behavioural Interview workshop. That very week, my husband and I attended interviews and secured jobs in our own fields. I will be with AAA working onsite with Bombardier and my husband is with Magnum servicing forklifts and other equipment. We were not expecting to find work so quickly, but with your help and guidance, we have managed to secure permanent positions with good companies. I am writing to thank you so very much for everything!"*



## Language Instruction for Newcomers to Canada (LINC)

### Toronto

In 2017-2018, we offered a total of 26 classes from our three LINC Centres located at 4002 Sheppard Ave. E, Woodside Square Shopping Centre and 2330 Midland Ave. The support services provided by the LINC Program, namely Care for Newcomer Children services and transportation assistance for eligible clients, are key factors in facilitating newcomer access to language training services. Integrated settlement services provide well-rounded settlement support to all LINC learners at the three sites. Our learners' primary objectives in attending LINC classes are to improve their language skills in order to function well in their daily life and enhance their ability to handle all issues independently. As well, students enjoy learning more about Canadian life and culture and for this reason, they appreciate the student-centred learning in the classroom, presentations on different topics and authentic learning experiences provided by field trips.

*"I feel lucky to be able to attend the IELTS workshops so close to my home at Fairview Library. With the right guidance at the right time from the CICS Library Settlement Partnerships program, my score is high enough to allow me to pursue academic upgrading. Thank you so much for all your support!"*



*Happy Easter*



*Queen's Park Visit*



*Thanksgiving Pot Luck Lunch*



*Canada 150 Celebration*



*Milliken Park Cleaning*



*Seniors taking LINC class*



*ROM Visit*

### York Region

In 2017-2018, our three full-time LINC classes continued to be in great demand. Care for Newcomer Children services and transportation assistance greatly enhanced the accessibility of language training opportunities to newcomers. With ESL classes available in the mornings, afternoons, evenings and on Saturdays, the Markham South Welcome Centre functioned effectively as a full service English language training centre. Clients looking for skills based language upgrading or advanced special focus courses are all able to have their needs met through the range of classes available. To complement classroom learning and facilitate the social integration of newcomers, our language training programs also provide students with various co-curricular activities including cultural celebration events, field trips, and guest speaker sessions.

## Settlement and Education Partnership in Toronto (SEPT)



### Persian New Year

Norooz (Persian New Year), means "New Day", and is the largest celebration for Persians during a year and falls in March. Our SEPT workers and the Iranian students celebrated at the Earl Haig Secondary School.

This year, apart from principals, guidance counselors, teachers, parents also joined in order to foster active parent involvement as well. Iranian students also brought friends of other cultures to join the celebration and promote cultural exchange.

*"This NOW program should definitely continue every year."*

— A Grade 11 newcomer student (participant)

### Newcomer Orientation Week (NOW) Program & Welcome and Information for Newcomers (WIN) Program



NOW and WIN programs prepare newcomer youth for smooth entry to school, reduces their stress and anxiety about the transition and prepares them for earlier participation in the life of their new school. Both programs have proven to be an empowering experience for both the newcomer participants and Peer Leaders.

*"The sense of family the students feel with one another. They make wonderful friendships with staff and students before they begin school".*

— A teacher

### Supporting Parents to Enhance Student Success

The SEPT workers provided support and training for newcomer parents to understand Canadian culture and expectations of the school system, know how they can work with school personnel to motivate children's learning and equip themselves to be effective communicators who are actively involved in school and in student success. We also empowered newcomer parents to develop positive parenting approaches that will promote the wellbeing of students so that they can reach their full potential.



*"I got more courage to communicate with people of different culture and helped them to learn new system of education in Canada. I enjoyed doing it."*

— A peer leader

## Markham South Welcome Centre

### “Things You Probably Didn’t Know Happened at MSWC”

Since opening our doors in 2010, MSWC has become a happening place in our community! Almost 30,000 people came through our doors last year for programs and services. Almost 9,000 of them sat down individually with our staff to design an action plan tailored to their specific needs to help them navigate the steps to settle in Canada. The demands of our services continue to grow and last year we extended our Saturday hours to accommodate more afternoon English classes.

MSWC was designed to be a “one-stop” service centre for newcomers, housing multiple services a newcomer may need under one roof - and we do offer an awful lot under our roof! We provide a collection of core services that you would expect to find in any agency that helps newcomers: English classes, settlement services, employment assistance, housing services, foreign professional credentials accreditation, and so on. Thousands of newcomers come to MSWC to benefit from these services every year. However these core services only represent part of what we do. We also offer innovative programs and activities that you may be surprised to find in a newcomer service centre. Here are some programs we offered that you probably didn’t know about.

#### Youth Eco-Leadership Training Program

Gone are the days when youth programming is simply providing fun and games to keep young people entertained. Today’s successful programs for newcomer youth combine providing settlement resources and information, life skills training, mentoring, friendship building opportunities and empowering youth for community engagement. These elements are brought together in our Youth Eco-Leadership Training Program. Newcomer youths learn about environmental issues facing our day and what they can do to make a difference. They volunteer in the community to build trees and clean up parks, while at the same time making new friends and improving their English. After all, what better way is there to develop a sense of belonging in a new community than playing a part in making it a better place for all?



#### Haircutting Workshop

When we think of the settlement needs that newcomers face, we automatically think of the “big ticket items”: learning English, finding a place to live, finding a job, getting kids enrolled in school, etc. But beyond these obvious needs, for a person who is brand new to the country, even the smallest details of everyday living can be a challenge. For example, where do I go to get a haircut? In light of this, we brought in a professional hairstylist who volunteered her time showing newcomers how to do basic haircuts for the family.

# We Build ...

This fun and innovative activity accomplishes multiple goals: it allows a member of the community to volunteer her professional skills to help others, it provides newcomers an opportunity to learn a useful skill, and it is a place for newcomers to make friends with each other and develop camaraderie as they share the journey of settlement.



## iPad Workshop for Seniors

More and more seniors are becoming interested and fascinated with communication and online technology. In response to their desire to use their phones and tablets to stay in touch with each other and access the Internet, we offered a fun workshop where professionals with a tech background volunteered their time teaching seniors how to get the most out of their devices. In addition to learning from the pros, they were busy showing each other what they do on their phones, how they chat with their family members overseas, how they have fun editing pictures; it was peer learning at its best!

Beyond these examples, there are so much more that we offer. We host a weekly breast cancer support group, our youth workers organized a youth fashion design summer camp where newcomer youth learn the basics of sewing and expressed themselves in their designs, we have weekly fitness classes for seniors, we did a pumpkin carving contest at Halloween among our students, just to name a few.

MSWC has been going through a transformation: what started out as a vision for an “all-in-one” service providing centre is become a “something-for-all” hub for building friendships and bringing people together. Perhaps a line from the theme song from the 1980 sitcom “Cheers” sums it up best:



“Sometimes you want to go where everybody knows your name;  
And they’re always glad you came.  
You want to go where we all know our troubles are all the same,  
You want to go where everybody knows your name”

## Settlement Services in York Region

During the last fiscal year, the settlement team in York Region continued to offer unique programs and services for newcomers, immigrants, refugees, and citizens, including specialized and customized programs for women, youth and seniors. Through needs assessment, orientation to local community, information and referral, and supportive counselling, our clients were empowered to increase their ability for self-determination that facilitated smooth settlement and accelerated integration.



### Education and Community Fair

The Education and Community Resources Fair held in September, 2017 at MSWC attracted participants from diverse academic backgrounds. Most of them received tertiary education in their home countries, and were seeking other education opportunities in Canada. Over 20 community partners set up information booths during the event, and participants valued the opportunity to speak with the representatives from universities/colleges. Furthermore, new immigrant families become more aware of the various services and resources available in their neighborhood.

### Senior Support Group: Let's Speak English

This program invited volunteer instructors from a tech store to help seniors learn and practice daily English through group activities, role plays and the aid of technology such as tablets. A team of well-prepared volunteer instructors provided an interactive and friendly learning environment for seniors to practice conversational English.



### Advanced Microsoft Excel 2010 Training for Newcomer Entrepreneurs

Participants learned to use advanced functions and features on Microsoft Excel 2010, especially pertaining to business purposes. In the computer lab, participants had the opportunity to practice their newly acquired skills; learning formulas to simplify operations, compute numbers, and manipulate data.

# We Build ...

## Diwali Celebration

In October 2017, newcomers gathered at the MSWC to celebrate Diwali, the Hindu Festival of Lights.

The festivities included music and dance performances, activities for children as well as information booths. An educational component was the introduction of the “Telling Our Stories: Immigrant Women’s Resilience” project by OCASI. The project provides education and training to community members and service providers on the issue of sexual violence against women.



## Youth Summer Camps

At our Get Active Camp, youth learned yoga, Zumba, self-defence, stress-management, and shared ways to take care of their bodies and minds. During Fashion Week, youth worked together to create T-shirts from scratch. Participants practiced English while developing both team-work and design skills.



## Immigrant Women Resource Centre (IWRC)

Since the inauguration of IWRC in November 2016, a variety of programs and services have been offered, aiming at empowering immigrant women to become self-confident, relationally competent and financially independent; aligning with our motto, “Skills and Strength for Today, Hopes and Dreams for Tomorrow”.

### International Women’s Day Celebration

A large number of immigrant women and their families attended the celebration, and were highly inspired by the guest speaker. The workshops on Self-Confidence and LinkedIn, free professional makeover and photoshoot session for LinkedIn profile picture, and fun activities for kids were especially popular with our participants, as were information booths.



### Summer DIY

Newcomer moms and their children participated in DIY workshops, learning how to make sun-visors, sunscreen lotion and soap, while also sharing ways to protect skin from the sun!



### Career Mentorship for Newcomer Women



“Thank you for running such a wonderful program. I learned a lot about job searching techniques from the guest speakers. As a newcomer, I am so fortunate that I can utilize so many information and resources that CICS offered. I hope that one day I can find a job and have an opportunity to share my job seeking insights with other newcomers.”

— Bao, Fang (one of the participants)

# We Build ...

## Immigrant Youth Centre (IYC)

In 2017-2018, the IYC continued to build on the vision of creating innovative youth-centred programs in an inclusive, diverse and supportive environment. Check out our highlights of the year!

### Self-expression and Creativity Programs

Moving to Canada could be a drastic and impactful event for many newcomer youth. However, they may not recognize the effect of moving to a new environment on their adolescent lives. To address this hidden need, the staff at IYC developed a series of self-expression and creative programs to create an outlet for newcomer youth to share their personal experiences and struggles in their everyday lives.

### Intergenerational Programs for Youth and Seniors

In Collaboration with the MSWC, the IYC participants from “Masters of English”, “Masters of Communication”, as well as “#TechTutors” were trained to provide effective English and computer lessons to seniors. They planned the lessons, designed icebreakers, and developed instructional materials specifically catered to seniors.

### Leadership Development Programs

The iCAN (IYC Community Action Network) is composed of 13 young leaders from York Region between the ages of 13-20. The role of iCAN is to represent immigrant youth’s voices within IYC and the community. The Committee Members advocate for newcomer youth and raise the awareness on different societal issues that impact newcomer youth. The iCAN provides an excellent opportunity for the youth to develop leadership and teamwork skills. In February 2018, the youth had the opportunity to communicate with the staff at City of Markham to address the emerging needs of newcomers in the neighbourhood of the newly established Aaniin Community Centre and Library.



Throughout the year, the Music Café, IYC Concert Band and IYC Writers of Markham paid friendly visits to the Markhaven Home for Seniors, Carefirst Seniors & Community Services Association, and Mon Sheong Long-Term Care Centre. The youth performed and prepared hand-made cards and packages to express their care to the seniors. Our IYC Writers also took these opportunities to interview the seniors and performers about their thoughts of the experiences.



*“Being a part of CICS Immigrant Youth Centre for the past 2 years has been life-changing. I am very grateful for the wonderful staff that work really hard for each of the youth in Markham, as they strive for the best in each person. Through the many engaging programs they offer, I gained many opportunities, skills, friends, and most importantly, self-confidence that I definitely could not find anywhere else. I can never thank you enough, IYC staff!”*

– L. Indrawan, Director of Advocacy in the iCAN

*“The CICS IYC is one place where I do most of my volunteering after school hours. The centre offers a variety of programs, services, and facilities which are beneficial not for just newcomers, but also citizens. At first, I never knew what the IYC was until one of my friends introduced me to it and I was brought to the omnifarious and culturally-diverse community. Not only did I gain volunteer hours, but I also met numerous people in the Immigrant Youth Centre, including the settlement workers, who had a similar experience to mine, leaving their past behind and moving on to a new life, while embracing Canada in our lives. After that summer in 2017, I continuously joined programs and from there, I was able to establish connections, benefitting my future at the same time. I sincerely thank the accommodating workers for that because they provide services for everyone and they spend most of their time reaching out to the community so it was one thing that I was really pleased with. The IYC is just like home, which is quintessential for immigrants like me.”*

– P. Bernardo, Council Member of the iCAN

## Community Programs

### Community Garden and Kitchen Program

“From Field to Table”

The Garden Fun Fair, held at the end of the growing season in 2017, was an opportunity to celebrate with community members, volunteers, staff, agency partners the fruits of efforts that went into our community garden throughout the year. We had a large crowd at the fair, which was supported by dozens of volunteers. MP Shaun Chen and Councillor Chin Lee were present to celebrate with us. The event was covered by various media.

This Garden Fun Fair allowed us to create new partnerships in our community with local food businesses as well as provide vendor space for young, immigrant and newcomer food entrepreneurs, including Syrian home cooking, Filipino inspired breads and pastries, an artisanal dessert catering group and an Asian-inspired tea business. We enjoyed delicious food, fresh produce, healthy food demos, performances, games, Zumba, Yoga, and lots of prizes.



### Entrepreneur Club

The Entrepreneur Club aims to support immigrants who intend to start or expand businesses in Canada. These individuals have the intention and ability to establish or purchase business in Canada, which will contribute significantly to the local economy and create employment opportunities. This project helps them not only to learn Canadian financial literacy, but also to develop connections, and eventually reach the goal of launching their businesses.



### “Get Ready for School” Program

Children and their caregivers are celebrating their “Graduation” with lots of fun and food after a 10-week “Get Ready for School” program.



# We Build ...

## Volunteer Program

### Volunteer Appreciation Dinner

A total of 146 volunteers were recognized for an outstanding number of hours serving CICS in 2016. And 18 staff members received awards for having worked at CICS for 5, 10, 15, 20 and 25 years! Throughout the evening, a jigsaw puzzle in shape of the CICS logo was put on the stage for volunteers and staff members to add on pieces with their names, symbolizing the theme of the event: everyone is An Essential Piece of CICS.



*"I started volunteering at CICS in 2014 and continued my volunteering till 2016. I am thankful for all the things that CICS has done for me. I really appreciate the fact that they focus on the development of the skills and not just throw volunteers and let them work on their own without any necessary training. They not only make their work easier by letting volunteers help them with their work, but they also help the volunteers in return, which is what helped me and help me become a more confident person. I would definitely recommend youth to volunteer at CICS because of the difference they can make in other people's lives and transform them in a way that will for sure be very helpful for the volunteer's success in future."*

— From a CICS volunteer



# 2017-2018 Tribute List

## Funders

City of Toronto  
Elections Canada  
Human Resources and Skills Development Canada  
Immigration, Refugees and Citizenship Canada  
Ministry of Children and Youth Services  
Ministry of Citizenship, Immigration and International Trade  
Ministry of Education  
Ministry of Health and Long-Term Care  
Ontario Trillium Foundation  
Service Canada  
United Way of Toronto & York Region

## Donations of \$1,000-\$9,999

Accenture Canada Holdings Inc. Employee Giving  
America Finance Institute Corp.  
Apple Inc. Employee Giving  
CIBC Mellon Global Securities Services Company  
Moy Wong-Tam  
Rotary Club fo Toronto-Forest Hill  
Royal Bank of Canada Day of Service Grant  
Tim Cheung  
Tsai Liang Liang

## Major Sponsors

HSBC Bank Canada  
TD Bank Group

## Donations of \$100-\$999

Aviva Canada	Royale Rubis Limited
Berta Zaccardi	Tom Tan
Carolann Barr	Tony Fung
David Ing	Yan-Xiang Xie
Empire Roofing Corporation	

## Sponsors

America Finance Institute Corp  
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Focus Communications Inc.  
iTalk BB Canada Inc.  
Knowledge First Financial Inc.  
Polyway Technology Ltd.  
Progenics Cord Blood Cyrobank  
R Spa  
Shanghai Dim Sumn

## Supporters

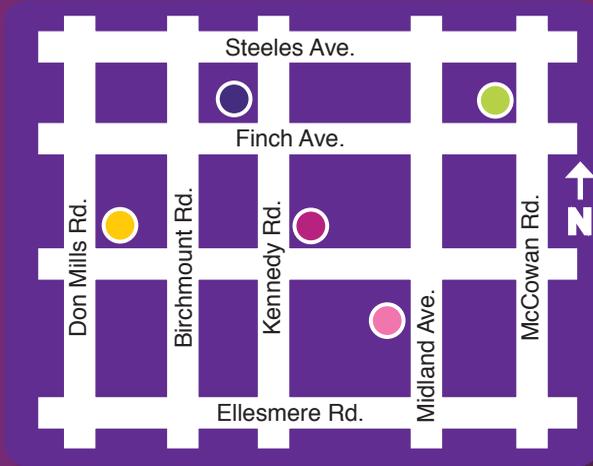
Best Deal Graphic & Printing  
Hum Law Firm  
Perry Chow Design

## Media Partners

51.ca	CCUE Chinese Media Inc.	OMNI 2 News
Asian Television Network	Chinese Canadian Times	Sing Tao Newspapers
Canada Chinese International Television Inc. (CCITV)	Easyca.ca	Superlife.ca
CCBestlink.com	Fairchild Television	Today Commercial News
CCIBnews.com	Life416.com	Toronto TV
CCN Media Inc.	Ming Pao Toronto	You Know News Group

## Main Collaborating Organizations

360°kids	Habitat for Humanity	Toronto East Quadrant Local Immigration Partnership
519 Community Centre	Harriet Tubman Community Organization	Toronto Employment and Social Services
Aaniin Community Centre	Hong Fook Mental Health Association	Toronto Fire Services
Aaniin Public Library	Imam Mahdi Persian Mosque	Toronto Housing Connections
ACCES Employment	Iranian Women's Organization of Ontario	Toronto Newcomer Office
Agincourt Community Services Association	Job Skills	Toronto Parks and Recreation
Aisling Discoveries Child and Family Centre	Kidney Foundation of Canada	Toronto Police Service
Birkdale Residence	Lesmill Employment & Social Services	Toronto Public Health
Bridlewood Library	Markham EarlyON Child and Family Centre	Toronto Public Health Mobile Dental Clinic
Canada Business Ontario	Markham Public Library	Toronto Public Library
Canada Running Series Foundation	Markham Small Business Centre	Toronto Region Immigrant Employment Council (TRIEC)
Canadian Cancer Society	Markham Stouffville Hospital	Town of Richmond Hill
Canadian Mental Health Association	Meditation Toronto	UNICEF Canada
Canadian Red Cross	Milliken Mills Community Centre	Unionville Health Centre
Carefirst Seniors and Community Services Association	Milliken Mills Library	Vaughan Christian Community Church
Catholic Children's Aid Society of Toronto	MYO Healthcare and Institute	Willowdale Community Legal Services
Catholic Community Services of York Region	NewSteps 4U	Working Women Community Centre
Catholic Cross-Cultural Services	Next Steps Employment	World Education Services (WES)
Centennial College	North York Community House	Yee Hong Community Health Education Centre
Centre for Education & Training	Ontario Power Generation - Nuclear Division	Yellow Brick House
Chartered Professional Accountants of Ontario	Parkway Forest Community Centre	York Region Catholic District School Board
Chinese & Southeast Asian Legal Clinic (CSALC)	Rhenish Church of Canada	York Region Children's Aid Society
Chinese Family Services of Ontario	Seneca College	York Region District School Board
City of Markham	Settlement Assistance & Family Support Services (SAFSS)	York Regional Police
COSTI	Social Enterprise for Canada	York Region Public Health
CultureLink	South Asian Legal Clinic of Ontario (SALCO)	YWCA Scarborough Jump
Don Mills Employment Resource Centre	The Housing Help Centre	
Evergreen	The Macaulay Child Development Centre	
Fairview Community Health Centre	The Neighbourhood Organization	
Fairview Inter-agency Network (FIN)	The Regional Municipality of York	
Fairview Library	The War Amps	
Family Services Toronto	Toronto and Region Conservation Authority	
Family Services York Region	Toronto Catholic District School Board	
FoodShare Toronto	Toronto Chinese Community Church	
Golden Maple Leaf Seniors' Association	Toronto District School Board	
Griffin Centre		



## Toronto:

- **Head Office**  
**Immigrant Resource Centre**  
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 Toronto, Ontario M1S 5G5  
 Tel: (416) 292-7510  
 Fax: (416) 292-9120
- **Toronto Integrated Service Centre**  
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 Suite 403, Toronto, Ontario M1T 3T6  
 Tel: (416) 293-4565
- **LINC Centre**  
 4002 Sheppard Ave. East, Suite 501  
 Toronto, Ontario M1S 4R5  
 Tel: (416) 299-8118
- **Woodside Square LINC Centre**  
 1571 Sandhurst Circle, Unit 202  
 Toronto, Ontario M1V 1V2  
 Tel: (416) 292-6558
- **North York Centre**  
 1761 Sheppard Ave East, Ground Floor,  
 Toronto, Ontario M2J 0A5  
 Tel: 416-493-7510



## York Region:

- **Immigrant Youth Centre**  
 5284 Highway 7 East, Unit 2  
 Markham, Ontario L3P 1B9  
 Tel: (905) 294-8868  
 Website: [www.cicsiyc.org](http://www.cicsiyc.org)  
 Facebook: [CICS\\_IYC](https://www.facebook.com/CICS_IYC)
- **Markham South Welcome Centre**  
 7220 Kennedy Road, Unit 8  
 Markham, Ontario L3R 7P2  
 Tel: (905) 479-7926
- **Immigrant Women Resource Centre**  
 7220 Kennedy Road, Unit 5  
 Markham, Ontario L3R 7P2  
 Website: [www.yrwomen.com](http://www.yrwomen.com)  
 Tel: 905-415-9763

## Contact Us

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